

**IOWAccess Advisory Council  
Meeting Minutes of September 10, 2008, 1:00 PM  
Hoover Building, Level A, Conference Room 5**

**Draft**

- Present: Richard Neri, Barbara Corson, Kathleen Richardson, Sheila Castaneda, Terri Selberg, Dawn Ainger, Kelly Hayworth, Tom Gronstal, Beth Baldwin
- Absent: Glen Dickinson, Dan McGinn, Lawrence Lentz, Terrence Neuzil, Ron Wieck, Jeff Danielson, Vicki Lensing, Carmine Boal
- Guests: John Gillispie, Malcolm Huston, Mark Uhrin, JoAnn Naples, Drew Dinsmore, Darrell Fremont, Tracy Smith, Wayne Middleton, Bo Berntsen, Julie Leeper, Mary Hadd, Amelia Adkins, Bob Pals, Angela Dalton (Ombudsman's Office), David Adelman (representing the Technology Association of Iowa), Jim Fox, Deb McDaniel, Diane Van Zante

Council Chair, Dick Neri, opened the meeting at 1:06 p.m. and noted that a quorum of members was present.

1. Introductions, Approve Minutes, Iowa School Alerts Award – Richard Neri, Chair.  
All members and guests introduced themselves. Terri Selberg moved approval of the July 9, 2008 morning meeting minutes. Dawn Ainger seconded the motion. An oral vote was taken; the minutes were unanimously approved as written. Barbara Corson moved approval of the July 9, 2008 afternoon meeting minutes. Dawn Ainger seconded the motion. An oral vote was taken; the minutes were unanimously approved as written.

The Iowa School Alerts system has won another award, this one from the Center for Digital Government in the “Community - Tighter Bonds” category. Seed money for the Iowa School Alerts system came from IOWAccess.

2. IOWAccess Projects and Projections Spreadsheets/Monthly Report and Change Request Advice - Malcolm Huston, IOWAccess Manager.  
Malcolm provided an overview of the projects and projections spreadsheet which presents rough dollar estimates for future stages of existing projects and for all phases of new projects that have been submitted for approval.

A \$22,000 change request submitted on behalf of the Civil Rights Commission was approved by the IOWAccess Chair and the CIO (John Gillispie), pursuant to a previously approved policy giving the Chair discretion to approve items up to \$25,000, with the CIO's approval.

3. CREW – Funding Request Clarification – Malcolm Huston, IOWAccess Manager.  
The Iowa County Real Estate Web (CREW) portal team sent the Council a letter of clarification explaining that there are four participating affiliates (Auditors, Treasurers, Recorders, and Assessors), rather than five as may have been implied. Based on this clarification, does the Iowa State Association of Counties need to reapply for the CREW funding that was approved at the last meeting?
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Is this matter related to recent media stories? No, at present there are two separate systems, but they share the same type of data and will ultimately become one and the same thing.

Beth Baldwin moved that the approval stand as previously authorized. Tom Gronstal seconded the motion. An oral vote was taken; there was unanimous agreement. Malcolm will notify the sub-affiliate who wrote the letter.

4. DNR TIP Reporting System - Request for Execution Funding (\$117,000) – Darrell Fremont, DAS-ITE.

TIP is the Turn in Poachers program initiated by the Department of Natural Resources (DNR). Informants will now have the opportunity to submit reports online in a confidential manner. The online form gathers general and suspect information. The system allows the informant to choose the county the violation is occurring in and gives a cell number for the officer in that county in case the offense is happening at the current time. Cash rewards are offered in some cases. There will be a statewide central database that incorporates data from informants and officers as well as from the subsequent investigation. DNR will also be able to pull data from the system in order to compile reports. The amount of execution funding (\$117,000) is based on the number of views and commands. DNR has two staff members ready to complete this project. Sheila Castaneda moved approval of execution funding; Kelly Hayworth seconded the motion. An oral vote was taken; all members voted to approve.

5. DNR Training – Execution Change Request Funding (\$170,000) – Darrell Fremont, DAS-ITE.

Originally, DNR wanted a system to encompass hunter education initiatives. However, DNR offers a variety of safety courses, so it makes sense to build a system that can be adapted to other courses as well. This revised concept doubles the amount of views in the application. The total cost of execution is now \$280,000 (\$110,000 originally approved in November of 2007 plus \$170,000). The scope of the project has changed, but the changes result in a product that is more useable and adaptable. This application could be a model for other states. The Central Bank of Missouri already has some interest in duplicating it. Council members noted an error in the chart on page two of the application and asked that it be corrected. Barbara Corson moved approval of the additional funding with the caveat that the corrected page be included with the September 10 meeting material. Dawn Ainger seconded the motion. An oral vote was taken; all members voted to approve.

Dawn Ainger made an official request to have all documentation sent to her on the Friday prior to the meeting.

Darrell mentioned that the DNR boat docks application is in the customer acceptance testing phase. He would like to come and demonstrate the application at the next IOWAccess Advisory Council meeting.

At the July 9 Council meeting, a decision was made to table one of the DNR funding requests. Through an oversight, the request was not added to the current agenda. Earlier

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today, DNR asked to reintroduce the item, however it was determined that doing so would constitute a violation of the public meeting law.

6. IGOV OpenUp.Iowa – Request for Execution Funding (\$167,000) – Bo Berntsen, Office of the Governor.

Scope analysis on this project was completed in January 2008. Planning was completed in September 2008. It is hoped that all work on the project will be completed by March of 2009. The current site is not user friendly; the new site has more functionality, is more intuitive and easier to use. Citizens can fill out an application online, upload a resume and submit everything electronically. The new application will handle and integrate all of the functions associated with Boards and Commissions. Execution will be implemented in two steps: replace the current site, then add enhancements to the replacement site. Tom Gronstal moved approval of the requested funds; Barbara Corson seconded the motion. An oral vote was taken; all members voted to approve.

7. CSAC Web Portal – Request for Planning Funding (\$148,000) – Julie Leeper, Iowa College Student Aid Commission.

The College Student Aid Commission receives 140,000 applications a year and works with 60 colleges and universities in Iowa. The web portal is an important tool for Iowa students and families and will increase student access to state-funded financial aid options. It will also improve college and university reporting of state-funded financing. Students will be able to search for information, view funding options (there are 14 different programs), apply for financial aid (utilizing the FASA application), and receive eligibility information. Applicants will be able to check the status of awards in one location.

The scope analysis phase was completed in August 2008. It is hoped that the planning phase will be completed by January 2009, allowing the portal to be fully functional for the 2011 academic year. To date, the Council has awarded \$20,000 in funding. Council members noted that this is a critical project for Iowa; we want to give students incentives to stay in Iowa, so should strive to make the financial aid process as easy as possible. Dawn expressed concern about approving funding without seeing the requirements documents. Jim Fox, ITE project manager, was present at the meeting and clarified that preparation of the requirements documents is part of the planning phase currently under consideration for funding; he was however able to share some high level use cases with Dawn. Kelly Hayworth moved approval of the funding request; Sheila Castaneda seconded the motion. An oral vote was taken; all members voted to approve. Dawn Ainger made another request to have all documentation sent to her on the Friday prior to the meeting.

8. Iowa Interactive Refresher and Project Update – Tracy Smith, Iowa Interactive.  
DNR campground reservations were down in July, while driver's record lookups were up. In August, DNR online campground reservations were up and call center reservations were down. Two new projects went live: the Iowa Youth Congress Static Site and the Profoods Safety Website.

Due to prior commitments, Tom Gronstal left the meeting at 2:45 p.m.

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What is Iowa Interactive's relationship to IOWAccess?

Iowa Interactive was awarded the network manager contract for the state of Iowa in December 1996. Iowa Interactive manages the iowa.gov portal and provides e-government solutions including web development, application development, payment processing and ancillary services. Currently, there is a staff of 17 people. Iowa Interactive is the subsidiary of the National Information Consortium (NIC), Inc. NIC manages 21 e-government portals. Nineteen operate under the self-funded model which means that no general fund dollars support the portal, they are not held to the budgetary constraints of the state, and operate on a transaction fee model (fee-generating services cover the cost of non-fee services). Under the Iowa contract, Iowa Interactive is only allowed to receive transaction fee revenues. One dollar and forty-five cents of each \$3.00 driver's record abstract fee goes to Iowa Interactive to pay for services provided to state agencies. Last year, Iowa Interactive made \$1.2 million in driver's record fees.

Iowa Interactive provides a lot of free services to agencies, such as the creation of the Rebuild Iowa Office website. Iowa Interactive receives no pay for creation/maintenance of the iowa.gov website, the Governor's and First Lady's website, Amber Alert, or the Veterans' Cemetery site.

DAS-ITE signed the IOWAccess Network services and software license agreements with Iowa Interactive. John Gillispie spent 19 months negotiating the most recent Iowa Interactive contract. The State also owns all the intellectual property rights. ITE also provides a great deal of oversight to Iowa Interactive. ITE reviews project charters and project change requests and enters into statements of work with Iowa Interactive for services provided to state agencies.

Ways to Leverage the Portal –

- Projects that exhibit the potential of a transaction fee may be able to be self-funded or partially self-funded
- Projects that have a static or dynamic website component already fall within the Iowa Interactive contract and are funded through the \$1.45 fee received from driver's record lookups.
- Review other NIC e-government portals to determine if a similar service has already been developed for another entity or administration.

Council members asked that Tracy's PowerPoint presentation be posted to the IOWAccess website. It was subsequently posted with the September 2008 meeting documents at the following link: [http://iowaccess.iowa.gov/reports\\_2008.shtml](http://iowaccess.iowa.gov/reports_2008.shtml)

There is no requirement to use Iowa Interactive. If Iowa Interactive does poor quality work, no one will seek their services, but they continue to receive recommendations from satisfied customers.

Due to prior commitments, Kelly Hayworth left the meeting at 3:12 p.m.

9. ITE Project Updates – Mark Uhrin, DAS-ITE.

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Mark provided an overview of the IOWAccess-funded projects that are being completed by his staff. Dawn Ainger expressed interest in reviewing material that substantiates work completed on the CREW project. Mark indicated he would provide that.

10. Wrap Up and Adjourn – Richard Neri, Chair.

Barbara Corson would like to discuss projects that are dormant. Please add this item to the agenda for the next meeting. Malcolm is tracking old projects, but is not using any formal rules. Malcolm was asked to propose a policy on dormant projects to bring back to the next meeting. John Gillispie suggested that the Council establish official policies through administrative rule. There are a few other things that should probably be addressed as well.

As a point of clarification, when money is approved by the DAS Director for a specific project, an account is set up in DAS-ITE and earmarked for that particular project. No money is initially transferred to the agency. The agency spends its own money and then requests reimbursement.

Members expressed uncertainty with regard to how project estimates are figured. Is there some method that could be used across the board that would be more transparent?

The next meeting is November 12, 2008. Agenda items include:

- Scoping and metrics
- Dormant projects policy
- How do project sponsors come up with estimates
- Does the Council want to review funding requests periodically

There being no further business, the meeting adjourned at 3:27 p.m.

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